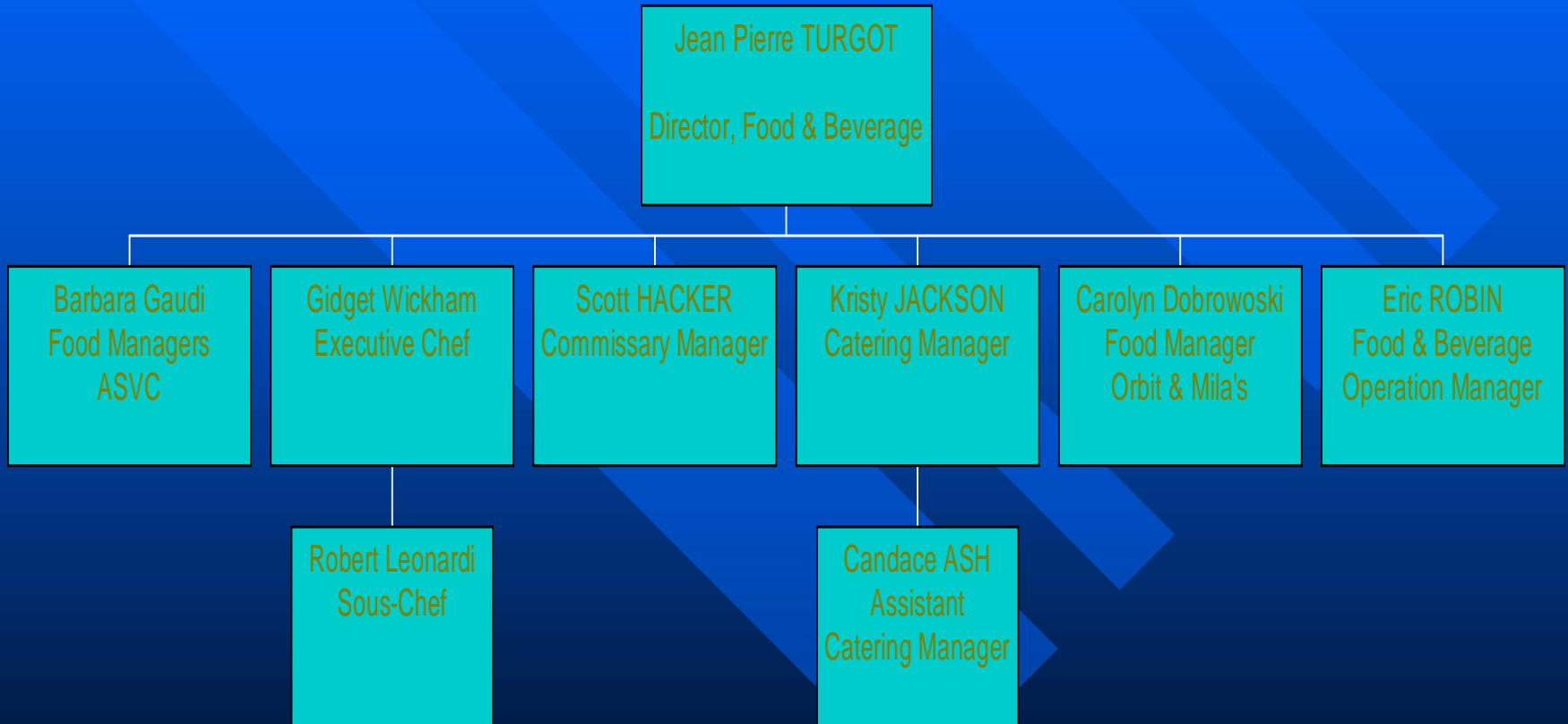


# KENNEDY SPACE CENTER VISITOR COMPLEX

## Food & Beverage Team



# WHY H.A.C.C.P.

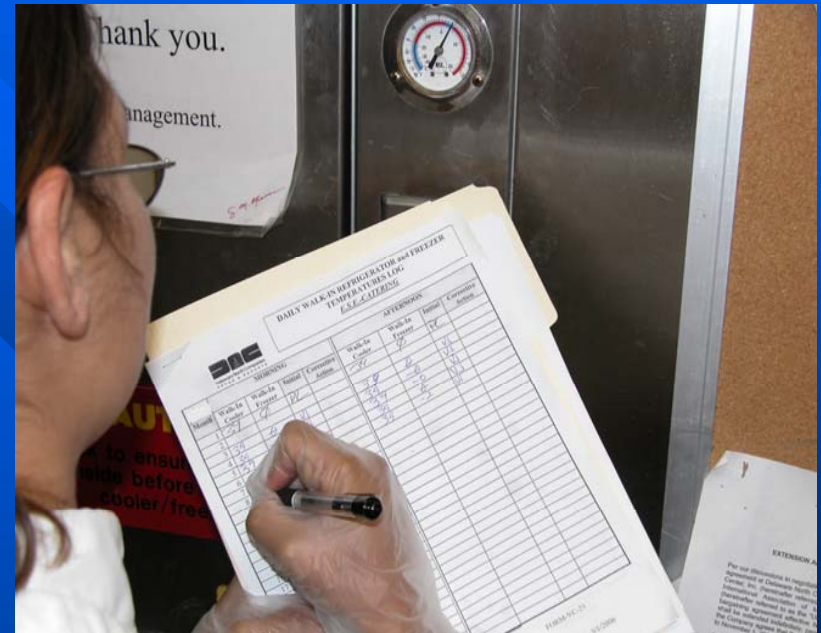
- Technological advances in food production
- Emerging foodborne pathogens
- Diminishing inspectional resources
- New food distribution and consumption patterns
- Increasing public health safety concerns
- Global marketplace



# WHY DO WE DO IT?

The right thing to do for both DNCPR @ KSC and NASA

- Reduction in product loss
- Increase in Product Quality
- Better control of product inventory
- Consistency in product preparation
- Increase in profit
- Increase in employee awareness and participation in food safety



# BENEFITS OF REDUCING FOODBORNE DISEASE

Five most common bacterial pathogens:

- *Campylobacter* Spp
- *Salmonella*
- *E. Coli* 0157
- *E. Coli*, non-0157 STEC
- *Listeria Monocytogenes*

# BENEFITS OF REDUCING FOODBORNE DISEASE

## Annual costs

- Cases: 3,401,194
- Hospitalizations: 31,209
- Deaths: 1,229
- Costs: \$ 6.9 Billion

# BENEFITS OF IMPLEMENTING H.A.C.C.P.

- Process Based System
- Customer and Consumer Confidence
- Risk Management
- Management Responsibility
- Relationship Improvement
- Records
- Legal Protection
- Trading Benefit
- Alignment with other management system

# 2005

## Exit Research Results

	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q
Quality of Food	4.57	4.90	4.90
Selection of Food	4.88	5.0	5.0

Based on a 1-7 scale

# H.A.C.C.P. has help us in reducing our violations in all our food locations in 2005

MONTH	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Violation	2%	5%	3%	2%	3%	4%	5%	6%	1%	3%	4%	2%	
Goal 2005	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	
# Critical	2	8	1	0	0	4	6	4	0	2	2	1	30
# Non-Critical	10	16	17	12	18	18	18	26	6	15	21	7	184
# Corrected	4	8	7	3	5	6	9	2	4	5	13	7	73
# Repeat	0	0	1	0	1	0	2	1	0	0	0	1	6
# Routine	10	10	10	10	10	10	10	10	10	10	10	7	117
# Follow Up	0	0	0	0	0	0	1	0	0	0	0	0	1



# H.A.C.C.P. isn't.....



- A total quality system
- A tool to manager the entire facilities
- A guarantee of food safety
- A static system

# H.A.C.C.P. is .....

## HACCP System HACCP does not stand alone



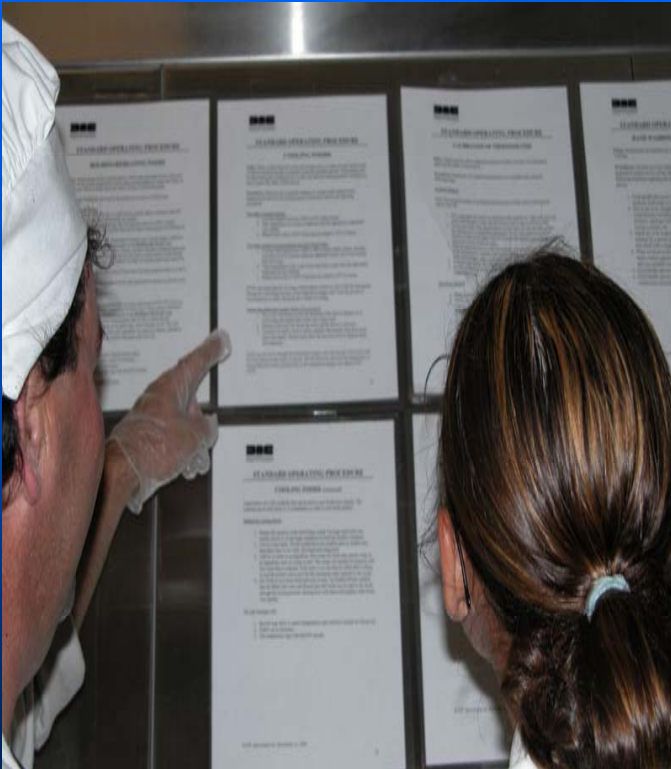
Prerequisite programs are the building blocks to HACCP

- Plant and product specific
- A system approach to food safety
- Adaptive, dynamic, and flexible
- Only as good as those found and identified hazards
- A predictor of what can go wrong

# FOOD SANITATION

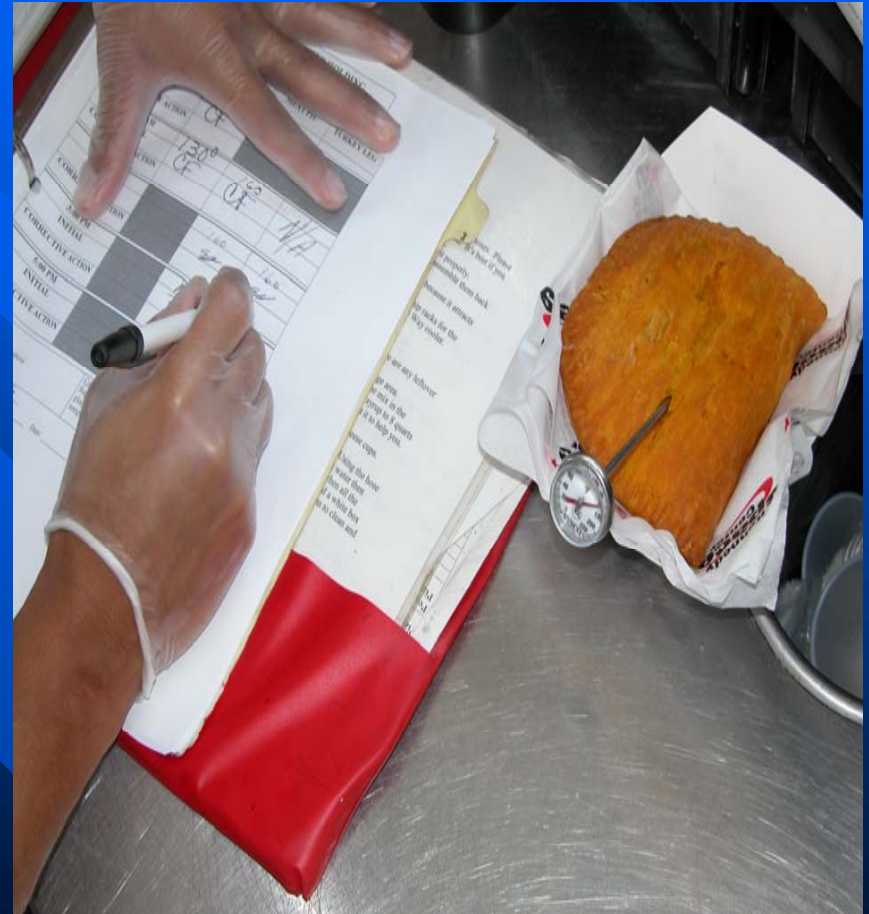
## ■ HOW DO WE GET THERE?

- 100% Commitment from senior managers
- 100% Commitment from Operation Managers
- 100% Commitment from crewmembers
- Complete dedication to the task at hand from food managers
- Create a safe food environment for our guests and crewmembers
- To promote food safety knowledge for both managers and crewmembers
- To form a “building block” approach to our HACCP goals



# FOOD SANITATION

- HOW DO WE MOVE FORWARD TO MAKE THESE PROCESSES PART OF OUR DAILY LIVES.
- Increase Training and crewmembers involvement in processes
- Provide Refresher Training for Managers as well as crewmembers
- Educate our guests
- Research new food sources, recording technology
- Improve and update HACCP plan



# GOALS

- Customer Satisfaction-Expand Food Refresh
- Increase Food Per Cap over LY
- Improve MGMT-IMPACT PROFIT over LY